



Service quality Level

Period october-december 2011

Telephone information service



Percentage of calls answered : 98.18%

Standard engaged as per SQL : 80%

Month	october	november	december	Total quarter
Call received	3,277	2,927	2,856	9,060
Call answered	3,180	2,879	2,837	8,896
Percentage of calls answered	97.04%	98.36%	99.33%	98.18%

Shareholders information service



Average waiting time per shareholder : 2 min. 15 sec.

Standard engaged as per SQL : 15 min.

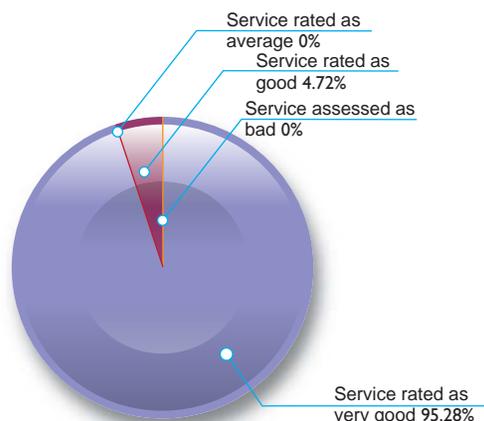
Month	october	november	december	Total quarter
Total shareholders answered	1,096	1,269	1,184	3,549
Average waiting time in halls	1 min. 47 seg.	2 min. 15 seg.	2 min. 45 seg.	2 min. 15 seg.

Shareholders service survey



Survey performed : 106

Month	october	november	december	Total quarter
Service rated as very good	90.7%	97.87%	100%	95.28%
Service rated as good	9.3%	2.13%	0%	4.72%
Service rated as average	0%	0%	0%	0%
Service assessed as bad	0%	0%	0%	0%



Electronic mail service



Average response time for enquiries via electronic mail : 48 hours

Estándar comprometido según NCS : 48 hours

Month	october	november	december	Total quarter
Electronic mails received	635	779	775	2,189
Average response time	48 hours	48 hours	48 hours	48 hours

Shareholders complains



Period october - december 2011

A claim, which was addressed to DCV's legal counsel was received on December 2011. The corresponding answer was delivered to the shareholder's attorney.